GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:4396
ANSWERED ON:14.12.2016
PRAGATI
Tharoor Dr. Shashi

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether the Government has directed senior secretaries to conduct periodic assessment of Government officers based on the grievances received through the Pro-Active Governance and Timely Implementation (PRAGATI) platform;

(b) if so, the number of assessments held along with the action taken to address the grievances of the common man;

(c) whether the Government proposes to make PRAGATI a mandatory initiative that every Government department must implement through a web based interface in order to make the process of reporting and addressing grievances as transparent as possible; and

(d) if so, the details thereof and if not, the reasons therefor?

Answer

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office. (DR. JITENDRA SINGH)
(a) & (b): No such direction has been issued.
(c) & (d): PRAGATI is an initiative for review and monitoring at the apex level, action on public grievances and progress of Projects and Schemes, with the concerned Secretaries and Chief Secretaries. However for reporting and addressing of grievances in a transparent manner through web based inter-face, Centralized Public Grievance
Redress and Monitoring System (CPGRAMS) is already there.

*****